My Business Number

Emergency and Relay Services Accessibility Statement

We are committed to ensuring our services are accessible to all customers, including those who are Deaf, hard of hearing, or have a speech impairment.

Emergency Video Relay Service — 999 BSL

If you are unable to make a voice call to the emergency services, you can use the UK's national Emergency Video Relay Service, known as 999 BSL. This service allows Deaf BSL users to contact the police, ambulance, fire, or coastguard through a qualified British Sign Language interpreter using a smartphone, tablet, or computer.

The service is free to use and available 24 hours a day, every day of the year. Emergency calls made through this service are prioritised in the same way as standard voice calls to 999.

We provide access to this service in accordance with Ofcom General Conditions C5.11 and C5.12. The service is provided by Sign Language Interactions and is available via the 999 BSL website and app. We do not charge for access to this service, and where technically feasible we apply a zero incremental charge to data used when accessing it. Measures are in place to protect the confidentiality of communications made through the service to emergency organisations.

To access the Emergency Video Relay Service, visit the 999 BSL website or download the 999 BSL app from your device's app store.

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Text Relay — 18000

If you are deaf, hard of hearing, or have a speech impairment, you can also contact the emergency services using the text relay service by dialling 18000. This service allows you to communicate with emergency services via text through a relay assistant.

The text relay service can be used from any compatible device including textphones, computers, and mobile devices.

Alternative Formats and Further Support

If you require this information in an alternative format or need additional accessibility support, please contact our customer support team. We will do our best to accommodate your needs.

This statement is reviewed regularly to ensure it remains accurate and up to date in line with Ofcom's requirements.